

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Sridhar Krishnamoorthy	Examiner:	Unassigned
Serial No.:	Unassigned	Group Art Unit:	Unassigned
Filed:	Herewith	Docket:	END920030147US1 (17238)
For:	METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT		Dated: March 9, 2004

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, it is requested that the following references, which are also listed on the attached Form PTO-1449, be made of record in the above-identified case.

1. U.S. Patent Application Publication No. US 2003/0033376 A1, dated February 13, 2003 to Brownhill, et al.;
2. U.S. Patent Application Publication No. US 2003/0154100 A1, dated August 14, 2003 to Sato, et al.;
3. U.S. Patent Application Publication No. US 2002/0016655 A1, dated February 7, 2002 to Joao;
4. "ImageTrak Portal & CDR – Web Based Asset Management & Analytics", *Imaging Portals, Leaders in Remote Monitoring*, <http://www.imagingportals.com/d2B/portal.asp>, September 15, 2003; and
5. Rockwell Collins Extranet Portal: Communities", ["http://216.239.39.104/search?q=cache:S1B05zBDcFQJ:www.shopcollins.com/portal/com..."](http://216.239.39.104/search?q=cache:S1B05zBDcFQJ:www.shopcollins.com/portal/com...) September 15, 2003

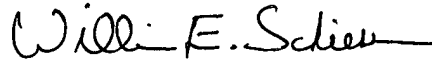
6. Patent No: KR2003003212

7. Patent No: KR2001092577

Applicants are submitting copies of the above-cited non-U.S. reference.

Inasmuch as this Information Disclosure Statement is being submitted in accordance with the schedule set out in 37 C.F.R. § 1.97(b), no statement or fee is required.

Respectfully submitted,



William E. Schiesser
Reg. No: 53,559

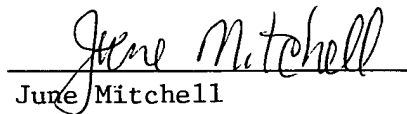
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Dated: 3/9/04


June Mitchell

Atty. Docket No.
17238

Serial No.
Unassigned

**LIST OF REFERENCES
CITED BY APPLICANT**

(Use several sheets if necessary)

Applicant
Sridhar Krishnamoorthy

Filing Date
Herewith

Group
Unassigned

U.S. PATENT DOCUMENTS

EXAMINER INITIAL*		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (if appropriate)
	AA	2003/0033376 A1	2/13/03	Brownhill, et al.			
	AB	2003/0154100 A1	8/14/03	Sato, et al.			
	AC	2002/0016655 A1	2/7/02	Joao			
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						

		Foreign Document Number	Date	Country	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
		KR2003003212	1/9/03	Korea	G06F		X	
		KR2001092577	10/26/01	Korea	G06F		X	

OTHER PRIOR ART (Including Author, Title, Date, Pertinent Pages, Etc.)

		ImageTrak Portal & CDR – Web Based Asset Management & Analytics”, <i>Imaging Portals, Leaders in Remote Monitoring</i> , http://www.imagingportals.com/d2B/portal.asp , September 15, 2003; and
		“Rockwell Collins Extranet Portal: Communities” “ http://216.239.39.104/search?q=cache:SlB05zBDcFQJ:www.shopcollins.com/portal/com... ” September 15, 2003.

EXAMINER

DATE CONSIDERED

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.